



**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

**600 WASHINGTON STREET, 7TH FLOOR
BOSTON, MA 02111**

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MEMORANDUM

TO: MASSACHUSETTS APPROVED UTILIZATION REVIEW AGENTS

**FROM: DEPARTMENT OF INDUSTRIAL ACCIDENTS
OFFICE OF HEALTH POLICY**

RE: CLARIFICATION MEMORANDUM

DA: August 19, 2004

In response to numbers of questions from UR agents regarding the following issues the DIA is forwarding this memo of clarification.

1. **Introductory Letters:** The agent shall mail a letter of introduction within one business day of a request for utilization review. If a utilization review case is closed and reopened at some point a new introductory letter shall be sent. UR agents no longer need to send a new introductory letter for each new prospective review or change in diagnosis.
2. **A written diagnosis from the ordering provider is required for a request for utilization review.** An ICD-9 code is also required. The agent may either request the ordering/treating provider forward the ICD-9 code with the diagnosis or the agent may provide the ICD-9 code when the written diagnosis is received. A copy of the provider 's diagnosis must be available for review during quality assessment audits.
3. **Compensability:** Compensability shall be determined prior to rendering a determination on a UR request. The department requires the agent to request 1) a first report of injury and 2) a copy of the letter to the employee which indicates the insurer's acceptance of a claim for weekly benefits, or a copy of the agreement to compensate. These documents must be available for review by the department during a quality assessment audit.

If you have questions or concerns please feel free to contact Deborah Di Bella deborahd@dia.state.ma.us , 617-727-4900 ext. 425.